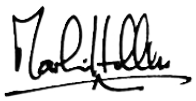
Wilts & Berks Canal Trust

Patron: Her Majesty the Queen

Restoring 70 miles of canal and towpath for the benefit of local communities, wildlife and leisure

Document Details	
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Document Title	WBCT Policy: Whistleblowing Complaints and Grievances
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Document Review and Approval			
	Name and Position	**Signature**	**Date**
Prepared By	Johnnie Graham, Trustee		26 Oct 2025
Checked By	members of the Policy Working Group		26 Oct 2025
Approved By	Martin Holliss, Chair of Trustees		26 Oct 2025

Revision History			
Rev.	**Amendment**	**prepared by**	**Date**
1.0	Initial version	Johnnie Graham	26 Oct 2025

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	WBCT Policy: **Whistleblowing Complaints and Grievances**	26 Oct 2025

Background

The Wilts & Berks Canal Trust (WBCT) is committed to creating an environment where concerns can be raised openly and addressed fairly. This policy sets out WBCT's stance on whistleblowing, complaints and grievances, ensuring transparency, accountability and the protection of all individuals who engage with the organisation.

Definitions are as follows:

- Whistleblowing: disclosure of suspected illegal, unethical, or unsafe conduct.
- Complaints: expressions of dissatisfaction with WBCT services, actions, or decisions.
- Grievances: concerns raised by staff or volunteers about their employment or treatment.

Policy Statement

WBCT wishes to encourage a culture of openness and integrity. All individuals should feel confident to raise concerns without fear of retaliation. Concerns raised in good faith will be taken seriously and treated with fairness, respect and confidentiality.

WBCT does not tolerate:

- fraud, corruption or other malpractice
- victimisation of those who raise concerns
- discrimination, harassment or unfair treatment in the workplace.

Principles

- Confidentiality: safe and accessible reporting routes will be provided and information will be handled sensitively and only shared when necessary.
- Non-Retribution: individuals who raise concerns in good faith will be protected from any adverse consequences.
- Fairness: all concerns will be addressed impartially and without prejudice.
- Respect: every individual will be treated with dignity and courtesy throughout.
- Accountability: WBCT leadership is responsible for maintaining trust and ensuring this policy is upheld.

Legal and Regulatory Framework

The Charity will follow all relevant legislation, including, but not limited to, the Employment Rights Act 1996 and the Worker Protection Act 2024.

Roles and Responsibilities

Trustees provide ultimate accountability and oversight.

All Staff, Volunteers, Contractors and other Stakeholders engaging with WBCT have a duty to act honestly, raise genuine concerns, and support a culture of integrity.

Managers and Supervisors must foster open communication, listen to concerns, and promote respectful handling of issues.

HR and Senior Leadership are responsible for oversight, ensuring fair application of this policy, and safeguarding individuals who raise concerns.

The COO will be responsible for the communication, dissemination and implementation of this policy through the SLT and Branch Chairs.

This policy will be reviewed every three years.